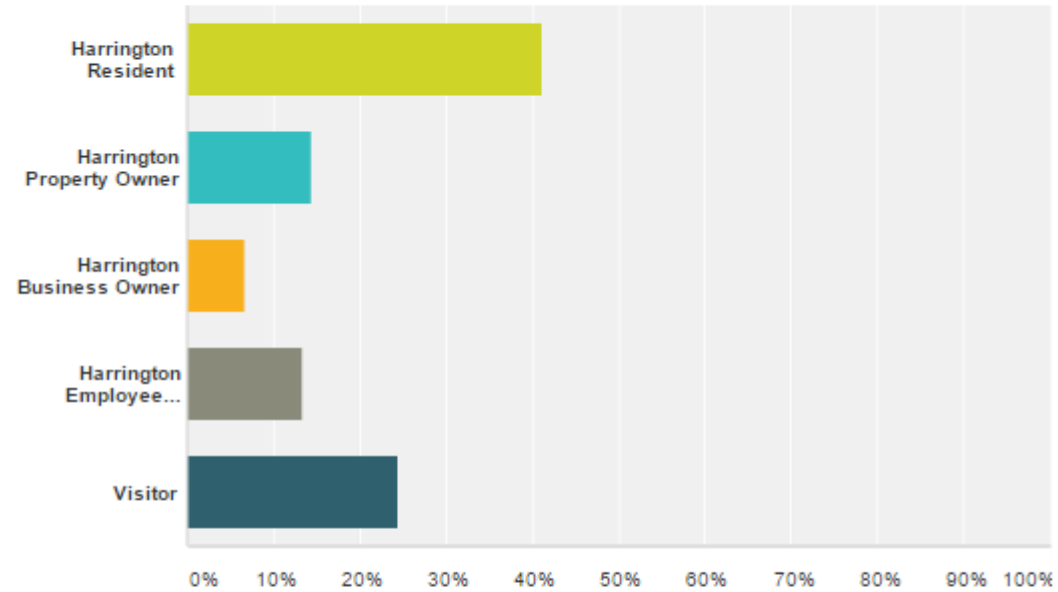


Q1

Are you a:

Answered: 90 Skipped: 0



Answer Choices	Responses	
Harrington Resident	41.11%	37
Harrington Property Owner	14.44%	13
Harrington Business Owner	6.67%	6
Harrington Employee (within the downtown area)	13.33%	12
Visitor	24.44%	22
Total		90

How often do you shop at the following locations?

Answered: 82 Skipped: 8

	5+ times a week	2-4 times a week	Once a week	Once a month	Once every few months	Never	Total
Downtown Harrington	6.58% 5	10.53% 8	15.79% 12	22.37% 17	31.58% 24	13.16% 10	76
Route 13 Corridor	21.79% 17	39.74% 31	25.64% 20	5.13% 4	6.41% 5	1.28% 1	78
Milford	3.95% 3	25.00% 19	27.63% 21	18.42% 14	11.84% 9	13.16% 10	76
Seaford	0.00% 0	1.49% 1	7.46% 5	7.46% 5	38.81% 26	44.78% 30	67
Dover/Camden	6.58% 5	17.11% 13	28.95% 22	26.32% 20	18.42% 14	2.63% 2	76

[Comments \(6\)](#)

Greenwood

2/17/2016 7:55 PM

Baltimore

2/16/2016 10:39 AM

Middletown

2/15/2016 2:34 PM

Beaches once a month. Easton once a month

2/5/2016 10:49 AM

Georgetown, 5+ times a week

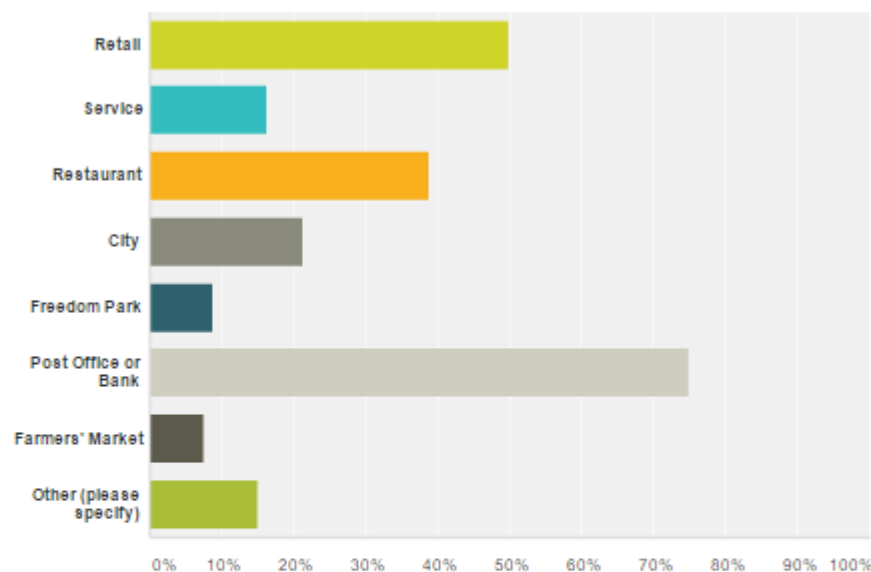
1/20/2016 12:08 PM

Christiana Mall, Salisbury Mall, Beach Outlets

1/13/2016 12:33 PM

What places/stores do you visit in Harrington's downtown?

Answered: 80 Skipped: 10



Answer Choices	Responses	
Retail	50.00%	40
Service	16.25%	13
Restaurant	38.75%	31
City	21.25%	17
Freedom Park	8.75%	7
Post Office or Bank	75.00%	60
Farmers' Market	7.50%	6
Other (please specify)	15.00%	12
Total Respondents: 80		

Trinity UM Church
3/1/2016 7:45 PM

Friends and Family
2/19/2016 9:42 AM

insurance
2/16/2016 1:32 PM

Harrington Florist & Cakery
2/16/2016 12:10 PM

Harrington Florist & Cakery
2/16/2016 12:05 PM

Museums
2/16/2016 11:30 AM

Post Office, occasionally; bank; answer to #2 Downtown Harrington applies to these places only
2/11/2016 5:06 PM

The Clutter Box
2/9/2016 12:16 AM

Happy Tails excellent dog grooming services
2/8/2016 8:37 AM

The Clutter Box Antiques
2/5/2016 8:55 PM

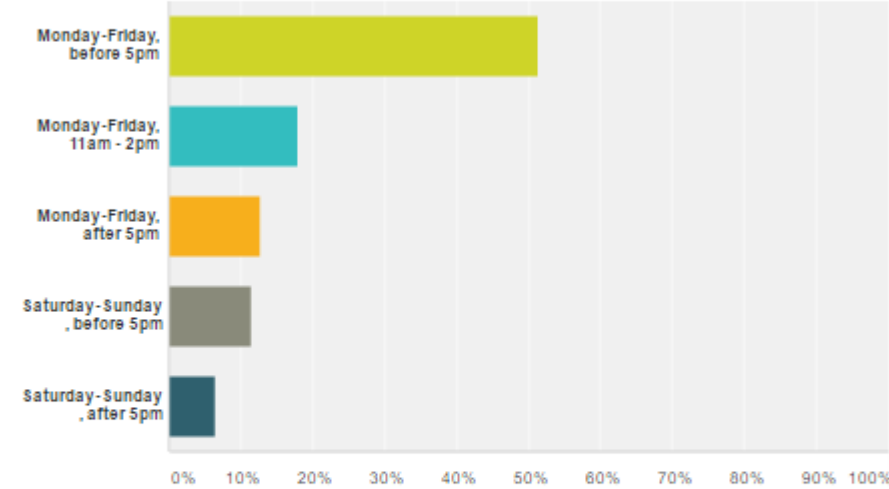
bank
2/4/2016 7:40 AM

Harrington Public Library
1/20/2016 1:00 PM

Q4

What time do you typically visit
Harrington's downtown?

Answered: 78 Skipped: 12

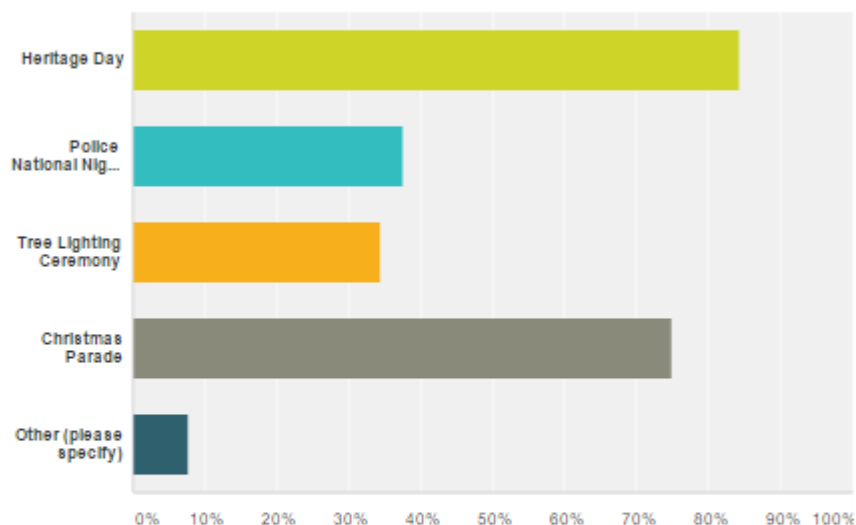


Answer Choices	Responses	
Monday-Friday, before 5pm	51.28%	40
Monday-Friday, 11am - 2pm	17.95%	14
Monday-Friday, after 5pm	12.82%	10
Saturday-Sunday, before 5pm	11.54%	9
Saturday-Sunday, after 5pm	6.41%	5
Total		78

Q5

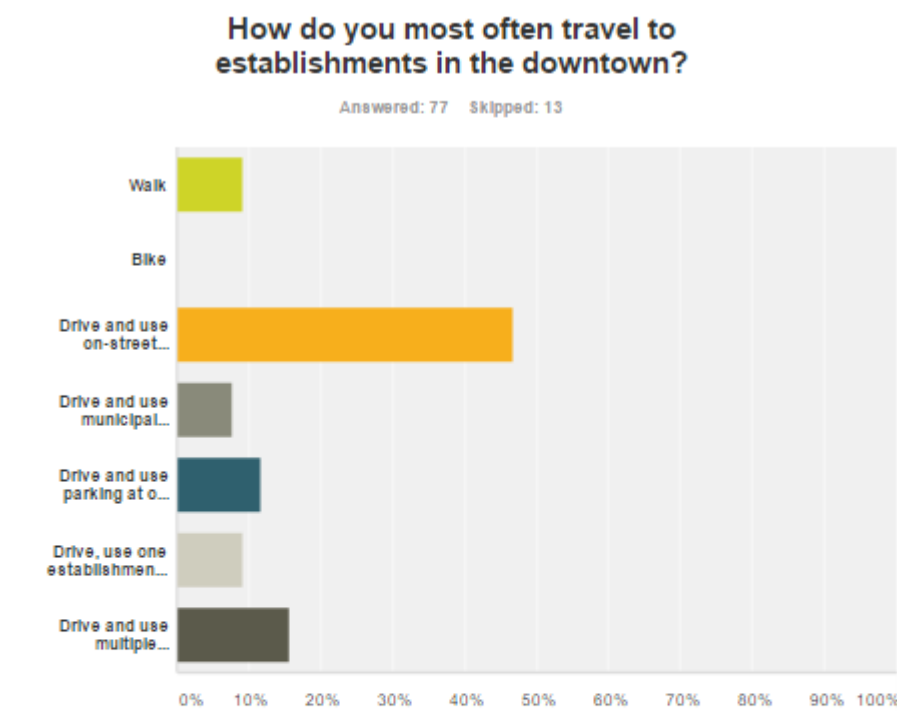
Have you attended any of the following events in the past three years?

Answered: 64 Skipped: 26



Answer Choices	Responses	
Heritage Day	84.38%	54
Police National Night Out	37.50%	24
Tree Lighting Ceremony	34.38%	22
Christmas Parade	75.00%	48
Other (please specify)	7.81%	5
Total Respondents: 64		

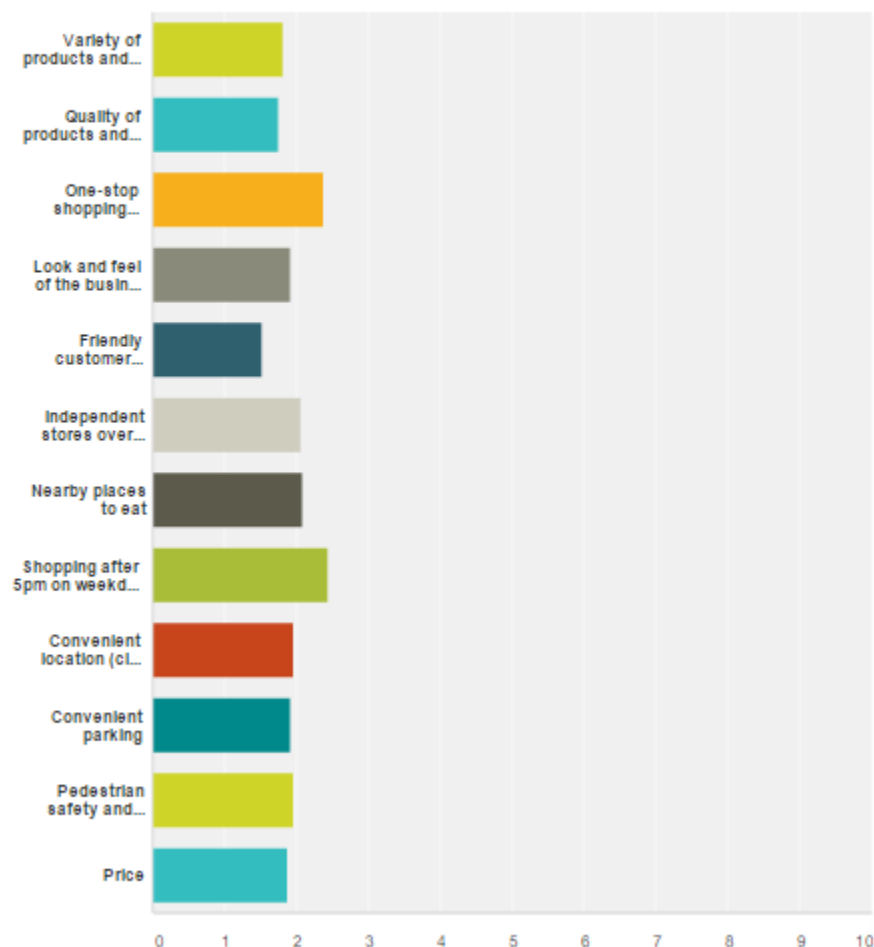
I
2/13/2016 11:15 PM
I attended all but Police Nigh Out annually, but none in the past three years
2/11/2016 5:06 PM
Movies
2/5/2016 10:49 AM
no recently moved here
2/4/2016 8:10 PM
Library functions, Church
1/23/2016 3:54 PM



Answer Choices	Responses	
Walk	9.09%	7
Bike	0.00%	0
Drive and use on-street parking	46.75%	36
Drive and use municipal parking	7.79%	6
Drive and use parking at one establishment, then leave the downtown	11.69%	9
Drive, use one establishment's parking, and visit multiple places	9.09%	7
Drive and use multiple establishments' parking lots	15.58%	12
Total	77	

Which of the following attracts you to a shopping/business area?

Answered: 77 Skipped: 13



	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total	Weighted Average
Variety of products and services	45.21% 33	36.99% 27	10.96% 8	4.11% 3	2.74% 2	73	1.82
Quality of products and services	47.89% 34	36.62% 26	9.86% 7	4.23% 3	1.41% 1	71	1.75
One-stop shopping (variety of products in one store)	20.90% 14	41.79% 28	20.90% 14	11.94% 8	4.48% 3	67	2.37
Look and feel of the business area	33.82% 23	47.06% 32	13.24% 9	4.41% 3	1.47% 1	68	1.93
Friendly customer service	57.53% 42	34.25% 25	6.85% 5	1.37% 1	0.00% 0	73	1.52
Independent stores over chains	35.71% 25	28.57% 20	28.57% 20	7.14% 5	0.00% 0	70	2.07
Nearby places to eat	30.99% 22	38.03% 27	23.94% 17	5.63% 4	1.41% 1	71	2.08
Shopping after 5pm on weekdays and weekends	19.12% 13	33.82% 23	35.29% 24	7.35% 5	4.41% 3	68	2.44
Convenient location (close to home or work)	32.39% 23	45.07% 32	16.90% 12	4.23% 3	1.41% 1	71	1.97
Convenient parking	40.85% 29	36.62% 26	15.49% 11	4.23% 3	2.82% 2	71	1.92
Pedestrian safety and convenience	38.36% 28	39.73% 29	13.70% 10	4.11% 3	4.11% 3	73	1.96
Price	36.62% 26	45.07% 32	14.08% 10	2.82% 2	1.41% 1	71	1.87

Comments (3)

Attend church meetings and services

3/1/2016 7:47 PM

Uniqueness of shops (Clutter Box and Antique Store)

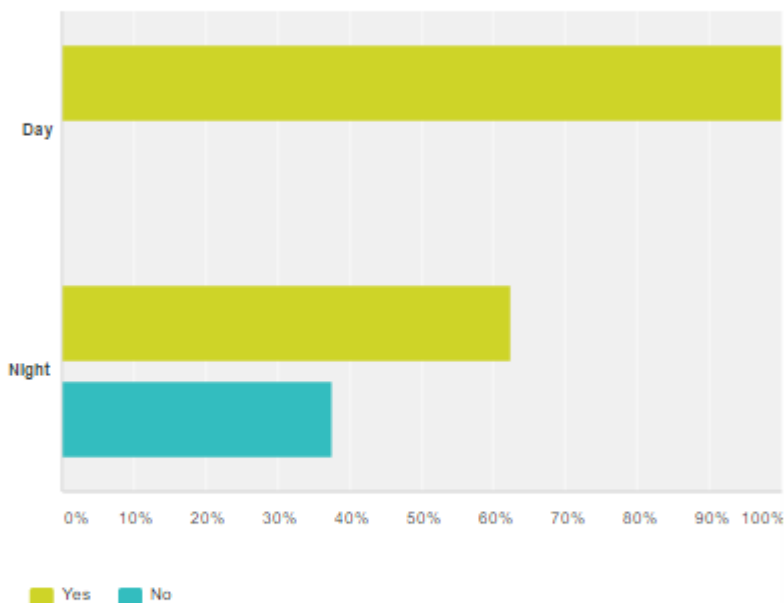
2/16/2016 12:00 PM

My bank and insurance co are within walking distance. I shop the clutter box for quality and service.

2/5/2016 10:52 AM

Do you feel safe in Harrington's downtown during the day and night?

Answered: 78 Skipped: 12



	Yes	No	Total
Day	100.00% 78	0.00% 0	78
Night	62.32% 43	37.68% 26	69

Comments (22)

The news with violence in Harrington

2/9/2016 12:17 AM

needs more lighting in certain areas

2/4/2016 7:43 AM

Not always, parts of town is run down. I'm in the market to buy a home and I'm going to look at one on E. CENTER ST. I have 3 small children and safety is my main concern.

2/3/2016 9:39 PM

There are numerous groups on teenagers hanging around and no visible police presence in town. Some areas are dark and not well lit.

1/30/2016 10:05 PM

I am usually alone and I don't see a lot of police patrolling the area.

1/23/2016 4:00 PM

Too many young kids hanging out.

2/19/2016 10:09 AM

Too many drugs - just like everywhere these days, also crime - due to plea bargain with some. Harrington police chief Norman is exceptional from talks I had with other residents. Some officers not trusted.

2/19/2016 9:46 AM

Too many people that walk in the street not on the sidewalks.

2/16/2016 4:29 PM

I avoid night - crime is everywhere.

2/16/2016 1:04 PM

Don't visit at night

2/16/2016 12:42 PM

Way too many teenagers walking around, up and down Clark Street and side streets. Vacant houses have squatters and you can see drug paraphenilia on the streets. Not even safe to drive thru ATM after 5pm. Even during the day there are nefarious looking guys hanging around the Junction across from the post office.

Wonderful police department

2/16/2016 11:38 AM

Not here at night

2/16/2016 10:44 AM

You can watch drug exchnages happening as you ride by

2/16/2016 10:43 AM

Dim lighting, kids/people I. That area at night

2/13/2016 11:16 PM

I don't particularly feel safe anywhere in Harrington at night. Buildings and houses are in disrepair; I have witnessed fights/arguments on the street; streets can seem desolate; I don't know the people of the town the way I did at one time; town has a lot of traffic just passing through. I feel safer during the day; although, not as safe as I did at one time.

2/11/2016 5:16 PM

I wouldn't walk alone at night, which is sad since I grew up here doing that. But I can see the differences between then and now. More drugs in the area make me nervous and the methadone clinic isn't helping. It just brings more addicts to the area for a quick fix then they stick around. There has been more crime since it opened. I wish I could feel comfortable letting my kids play like I did.

1/21/2016 3:14 PM

It depends on the "atmosphere" or "feel" of the area. Sometimes it feels ok other times it doesn't.

1/20/2016 1:10 PM

Have you read the news? All the creepy druggies and other people wandering vacantly about make me uncomfortable. Also, I'm averse to getting shot.

1/20/2016 12:12 PM

At times there is a group of young men walking the streets.

1/19/2016 7:00 AM

For the most part I feel safe walking downtown during the day except for a certain location where there are always people loitering around the store entrance. I do not walk anywhere in town after dark that includes walking home from work or walking my dog.

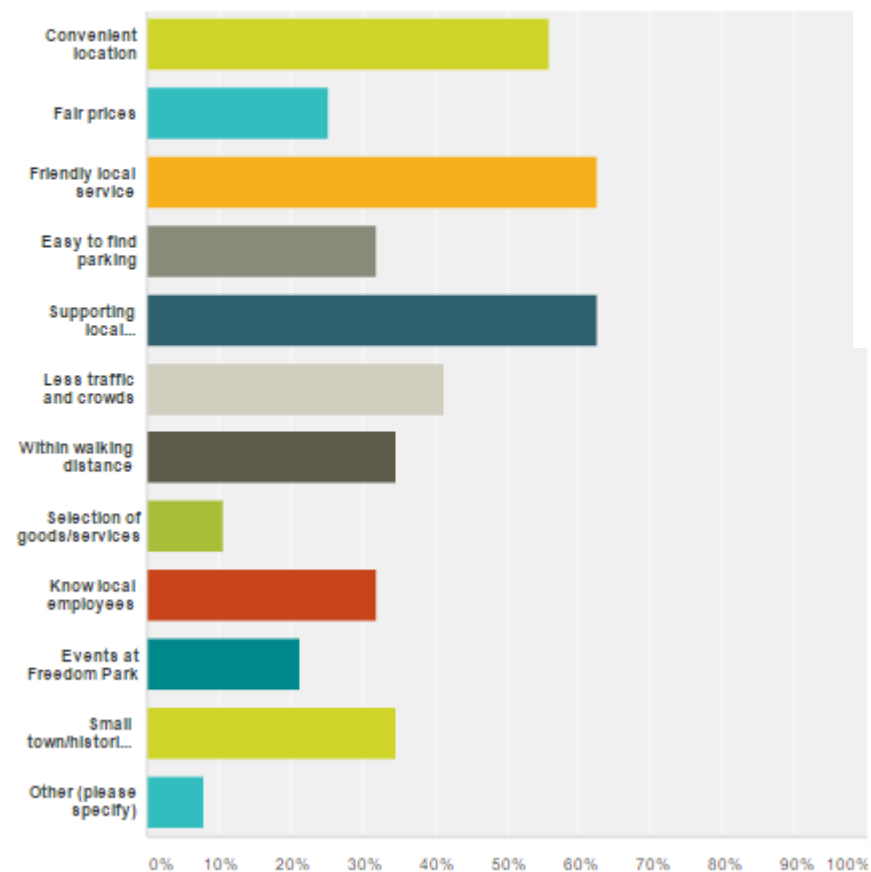
1/19/2016 4:44 PM

City not safe at night.

1/11/2016 5:42 PM

Currently, what are the major advantages of Harrington's downtown?

Answered: 75 Skipped: 15



Answer Choices	Responses	
Convenient location	56.00%	42
Fair prices	25.33%	19
Friendly local service	62.67%	47
Easy to find parking	32.00%	24
Supporting local businesses	62.67%	47
Less traffic and crowds	41.33%	31
Within walking distance	34.67%	26
Selection of goods/services	10.67%	8
Know local employees	32.00%	24
Events at Freedom Park	21.33%	16
Small town/historic character	34.67%	26
Other (please specify)	8.00%	6
Total Respondents: 75		

Post office & bank

3/1/2016 7:48 PM

that is where post office is.

2/17/2016 8:00 PM

None

2/13/2016 11:16 PM

None that come to mind.

2/11/2016 5:18 PM

it is getting there but it does not have enough "curb appeal"

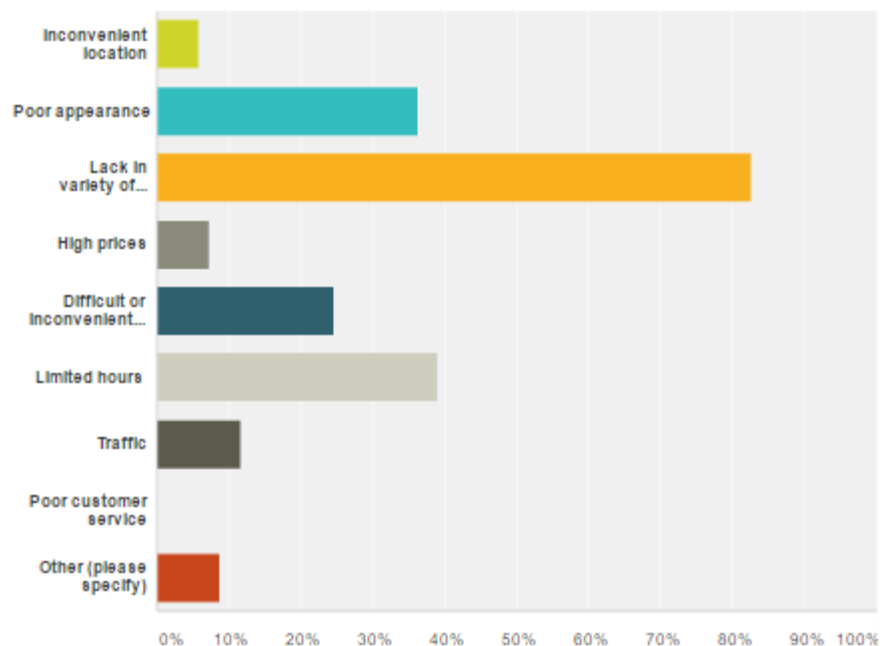
2/4/2016 7:44 AM

Within walking distance once parked at an establishment and going to others

1/20/2016 1:13 PM

Currently, what are the major disadvantages of Harrington's downtown?

Answered: 69 Skipped: 21



Answer Choices	Responses	
Inconvenient location	5.80%	4
Poor appearance	36.23%	25
Lack in variety of goods/services	82.61%	57
High prices	7.25%	5
Difficult or inconvenient to park and walk	24.64%	17
Limited hours	39.13%	27
Traffic	11.59%	8
Poor customer service	0.00%	0
Other (please specify)	8.70%	6
Total Respondents: 69		

None

2/19/2016 9:46 AM

train

2/16/2016 1:33 PM

Roads in bad shape

2/16/2016 1:26 PM

Train

2/16/2016 12:53 PM

Crime. Not fun to shop when you have to watch your car!

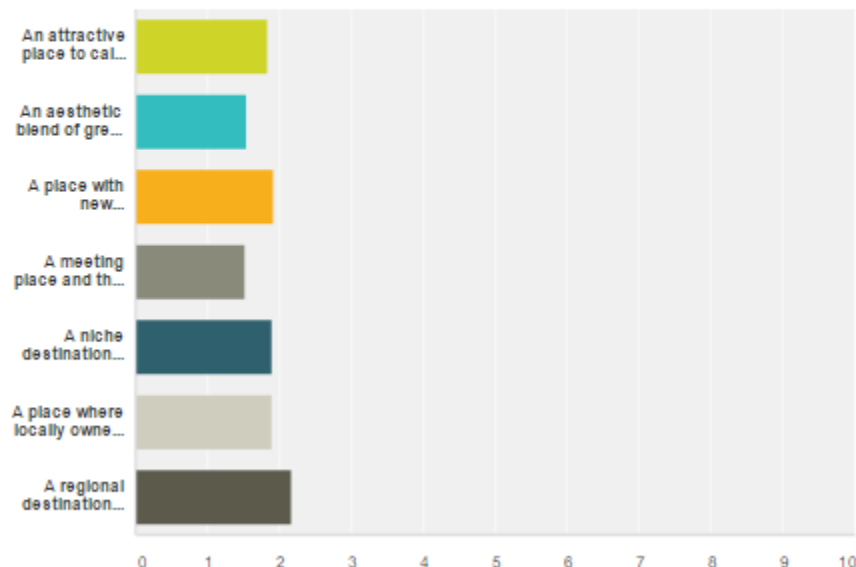
2/16/2016 12:04 PM

A "bistro" or Coffee Shop would be an ideal addition to help improve the look and feel of the downtown area. As well as a bakery.

1/20/2016 1:13 PM

Imagine Harrington's downtown in ten years. How appealing are these future scenarios?

Answered: 75 Skipped: 15



Craft/flea market

2/16/2016 12:58 PM

There is not much in our downtown. No local parks for children to play in, no coffee shops to sit in. Look at downtown Milford they have so much in such a little area

2/16/2016 11:07 AM

Any combination that could serve local people but also attract people from other areas. A ton of cars drive through on the way to someplace else but few stop. It's a pretty little area. I think cuter than Milford and I feel more safe than in Milford, but fewer attractions here. I don't understand why. I moved here three years ago. Part of my job involves going to small towns all over DE and the eastern shore. Very few towns are as pretty as Harrington or feel as safe as Harrington but seem to attract more downtown businesses. Milford and Seaford are downright scary after dark. I've never felt uneasy walking my dog in downtown Harrington at night.

2/5/2016 10:58 AM

should have some type of convenience store downtown like Dollar General.... It would also be wonderful to have some type of walking path

2/4/2016 7:47 AM

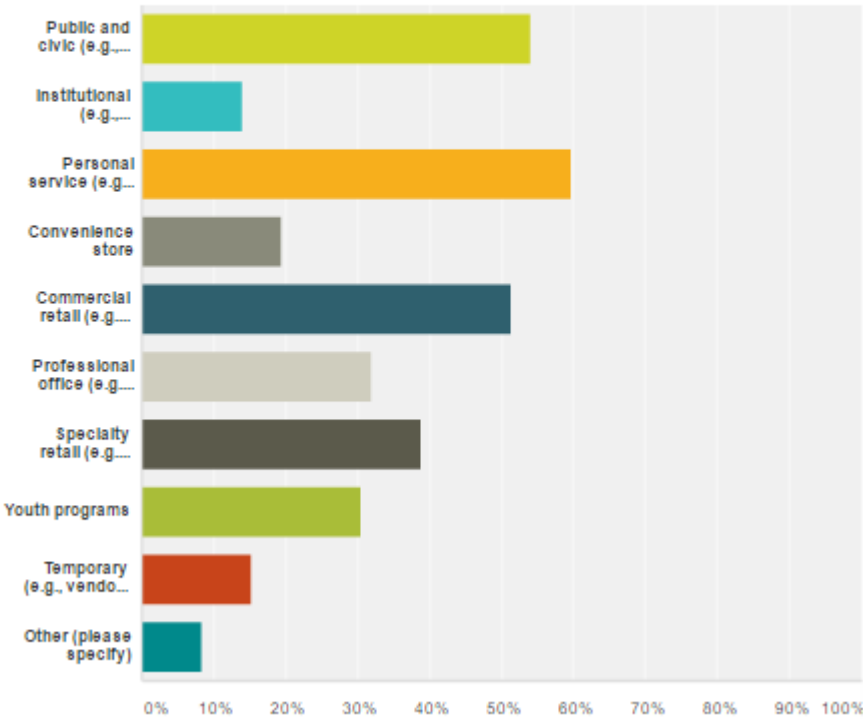
I agree with most of these, there are professional buildings by 13, past arbys etc. I think the downtown area should be made quaint almost but not exactly like Milford. A place where you walk and look around and say, yeah, this is MY town and I'm glad.

1/20/2016 1:16 PM

	Very Appealing	Somewhat Appealing	Not Appealing	No Opinion	Don't Know	Total	Weighted Average
An attractive place to call home with a mix of residential styles (e.g., single-family, townhouses, apartments) that appeal to a variety of ages and incomes	40.28% 29	41.67% 30	12.50% 9	5.56% 4	0.00% 0	72	1.83
An aesthetic blend of green space, natural elements, and pedestrian amenities with an historic flavor	54.17% 39	40.28% 29	2.78% 2	2.78% 2	0.00% 0	72	1.54
A place with new professional offices and businesses that provides jobs and employees who patron other establishments in the downtown	45.07% 32	28.17% 20	18.31% 13	7.04% 5	1.41% 1	71	1.92
A meeting place and the center of community activities with a mix of shopping, restaurants, cultural, and recreation spaces	67.12% 49	21.92% 16	4.11% 3	5.48% 4	1.37% 1	73	1.52
A niche destination place where specialty retail stores and restaurants attract visitors from out of town	44.59% 33	33.78% 25	10.81% 8	8.11% 6	2.70% 2	74	1.91
A place where locally owned stores/service shops for personal errands and dining/entertainment opportunities serve mainly the residents of the Harrington area	43.06% 31	37.50% 27	9.72% 7	5.56% 4	4.17% 3	72	1.90
A regional destination retail center attracting people from a distance with a mix of retailers	26.39% 19	41.67% 30	20.83% 15	9.72% 7	1.39% 1	72	2.18

What general service businesses would you most like to see come to downtown?

Answered: 72 Skipped: 18

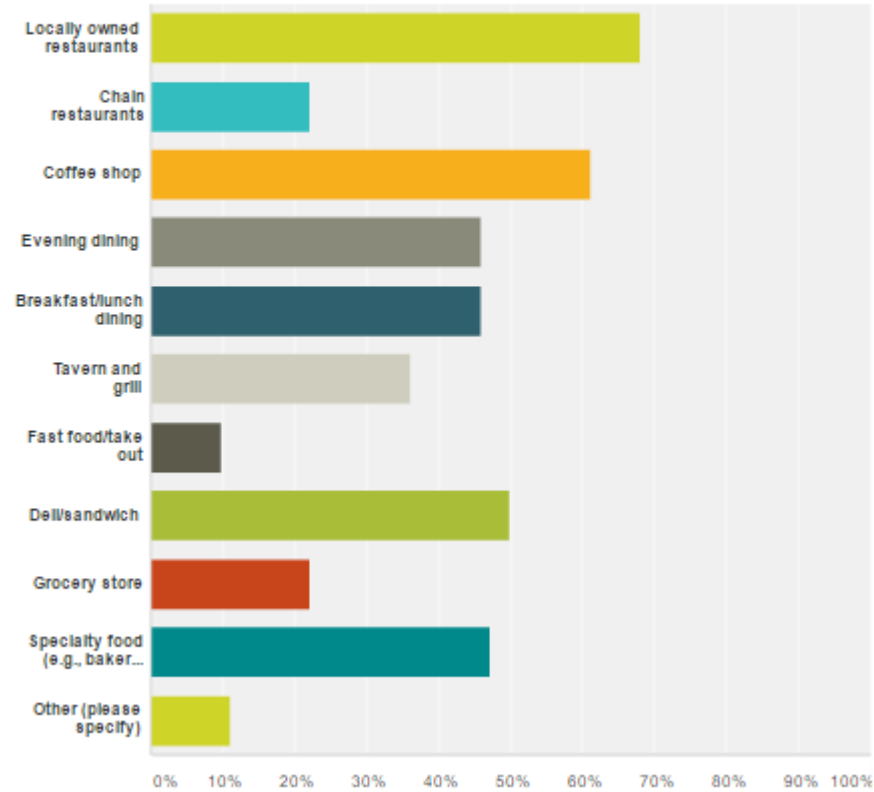


Answer Choices	Responses
Public and civic (e.g., library, park, community center, community garden, gallery)	54.17% 39
Institutional (e.g., religious, government, education, financial)	13.89% 10
Personal service (e.g., health club, beauty, tailor, dry cleaning, jewelry, household repair)	59.72% 43
Convenience store	19.44% 14
Commercial retail (e.g., general merchandise, clothing, hardware, household supplies and furnishings)	51.39% 37
Professional office (e.g., medical, law, accounting, architecture)	31.94% 23
Specialty retail (e.g., antiques, plants/flowers, gift shops)	38.89% 28
Youth programs	30.56% 22
Temporary (e.g., vendors, events)	15.28% 11
Other (please specify)	8.33% 6
Total Respondents: 72	

Wawa, Cracker Barrel
2/16/2016 11:20 AM
grocery store; specialty foods - bakery, coffee, etc.
2/11/2016 5:24 PM
Professional office space on the second/third floor above ground level shops/restaurants.
2/8/2016 8:10 PM
Pizza shop
2/8/2016 8:45 AM
Fast food ice cream
2/4/2016 4:43 PM
A Hair Salon could also be a great addition.
1/20/2016 1:21 PM

What food-related businesses would you like to see in the downtown?

Answered: 72 Skipped: 18

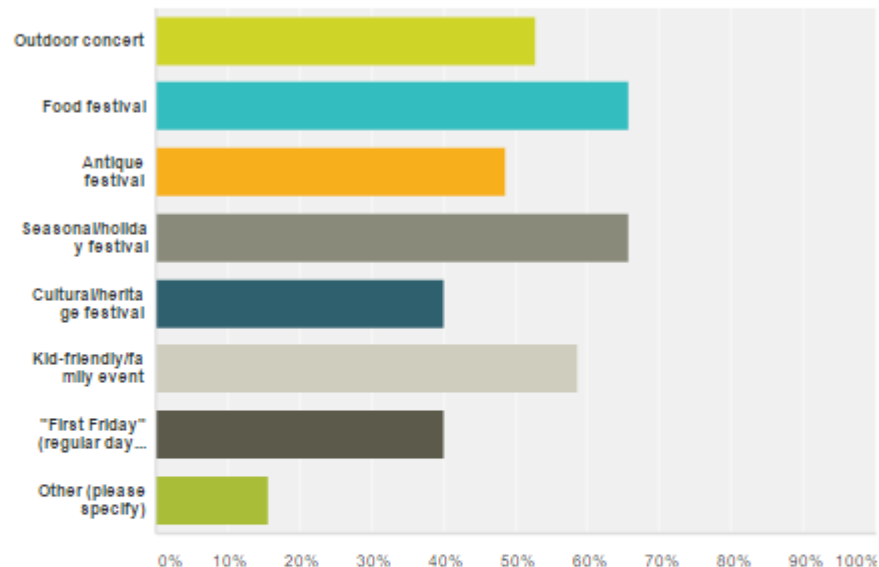


Answer Choices	Responses	
Locally owned restaurants	68.06%	49
Chain restaurants	22.22%	16
Coffee shop	61.11%	44
Evening dining	45.83%	33
Breakfast/lunch dining	45.83%	33
Tavern and grill	36.11%	26
Fast food/take out	9.72%	7
Deli/sandwich	50.00%	36
Grocery store	22.22%	16
Specialty food (e.g., bakery, butcher, ice cream)	47.22%	34
Other (please specify)	11.11%	8
Total Respondents: 72		

Brew pub
3/1/2016 7:53 PM
None.
2/19/2016 9:50 AM
KFC
2/16/2016 12:54 PM
Don't need any more
2/16/2016 12:47 PM
We already have nice store inn Downtown,we need to support that.
2/14/2016 3:04 PM
we need a good bakery with fresh rolls and pastries
2/4/2016 4:43 PM
coffee shop, book store like Barnes and Noble, sports bar with TV's....MOVIE THEATER!!!
2/4/2016 7:50 AM
A "Bistro" or other quaint eatery would be lovely, a bakery wouldn't hurt either.
1/20/2016 1:21 PM

What types of arts and cultural events/activities are best suited for downtown Harrington?

Answered: 70 Skipped: 20



Answer Choices	Responses
Outdoor concert	52.86% 37
Food festival	65.71% 46
Antique festival	48.57% 34
Seasonal/holiday festival	65.71% 46
Cultural/heritage festival	40.00% 28
Kid-friendly/family event	58.57% 41
"First Friday" (regular day where downtown businesses stay open later in the evening)	40.00% 28
Other (please specify)	Responses 15.71% 11

Total Respondents: 70

Various mixers
3/1/2016 7:53 PM

Merchants Night
2/16/2016 1:38 PM

Merchants Night
2/16/2016 1:28 PM

Merchants Night
2/16/2016 12:59 PM

Merchants Night
2/16/2016 12:54 PM

Street Dance
2/16/2016 12:08 PM

Grow Heritage day the way it used to be. You used to have streets of vendors and yard sale tables. You have 4 types of people who come to these events: People who love: Freebies, yard sale items, homemade items, home sales. When I was a kid this event was huge! K9 demonstrations, streets of yard sale table, not its not worth going to. Why cant you walk during the christmas Parade? Only floats? Just odd that have so many rules for fun things. How about a street dance like Greenwood does??

2/16/2016 11:13 AM

Merchants Night
2/16/2016 11:11 AM

Any of the above but the current downtown space doesn't seem to adequately support these uses

2/11/2016 5:24 PM

old time band concerts would be wonderful to try....with ice cream socials topped off with one of Norman's movies.

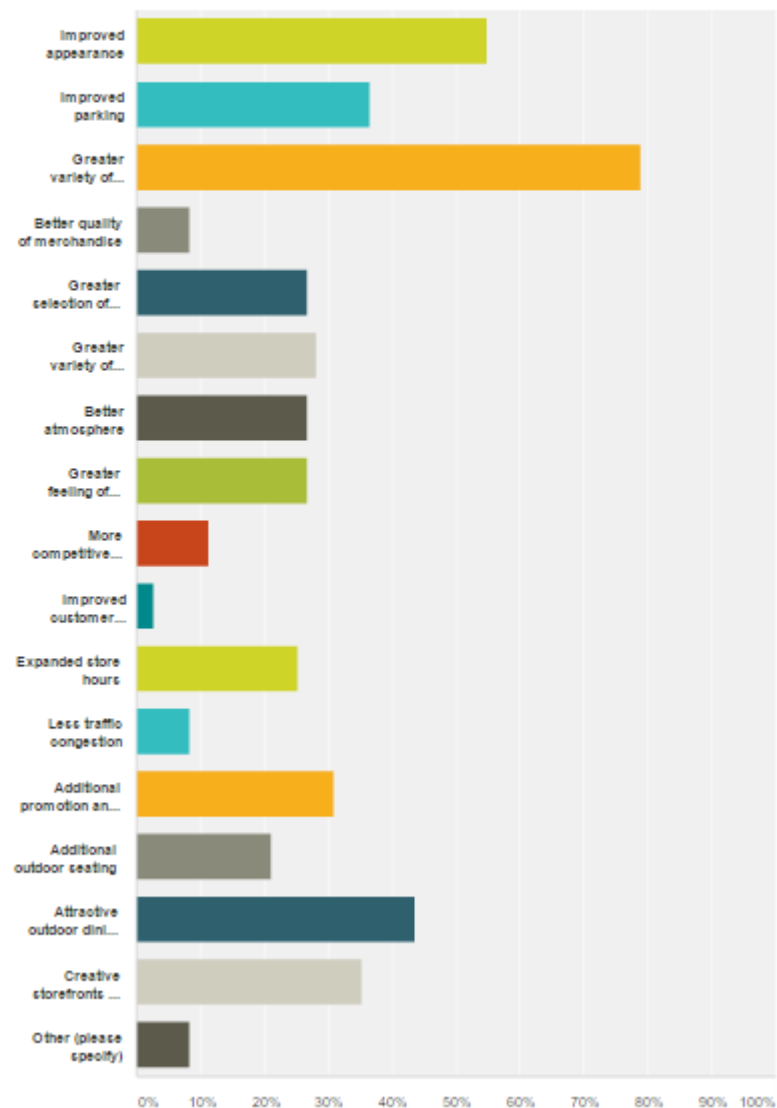
2/4/2016 7:50 AM

It would be nice to have some stores open later in the evening/s. It's hard to accomodate everyone, that's for sure.

1/20/2016 1:21 PM

What changes do you believe would help improve Harrington's downtown area?
(please choose up to 5)

Answered: 71 Skipped: 18



Answer Choices	Responses
Improved appearance	54.93% 39
Improved parking	36.62% 26
Greater variety of stores	78.87% 56
Better quality of merchandise	8.45% 6
Greater selection of merchandise	26.76% 19
Greater variety of merchandise	28.17% 20
Better atmosphere	26.76% 19
Greater feeling of safety	26.76% 19
More competitive pricing	11.27% 8
Improved customer service	2.82% 2
Expanded store hours	25.35% 18
Less traffic congestion	8.45% 6
Additional promotion and advertising	30.99% 22
Additional outdoor seating	21.13% 15
Attractive outdoor dining areas	43.66% 31
Creative storefronts and signage	35.21% 25
Other (please specify)	8.45% 6
Total Respondents: 71	

dedicated bike trail
2/8/2016 8:45 AM

I think the storefront signage is top notch.
2/5/2016 11:00 AM

it would be great to see a business and next to it would be a place like Dolce Bakery/Barnes/Starbucks or something like that - the downtown needs more curb appeal but so does the city....need to start getting on banks and investors to do something with empty houses.
2/4/2016 7:53 AM

Prices
1/21/2016 12:51 PM

Sry, I know it's more than 5. It's hard not to go over 5. I really do hope this works out.
1/20/2016 1:36 PM

A library
1/20/2016 10:37 AM

Is there a community similar to Harrington that you feel has a vibrant and attractive downtown that we can learn from?

Answered: 35 Skipped: 55

Berlin, MD; Cambridge, MD; Snow Hill, MD; Cape Charles, VA 3/1/2016 8:27 PM
Milford 2/19/2016 12:36 PM
Not these days. 2/19/2016 10:01 AM
Milford 2/16/2016 4:35 PM
Milford 2/16/2016 1:38 PM
Greenwood 2/16/2016 1:35 PM
Milford, DE 2/16/2016 1:23 PM
Berlin, MD 2/16/2016 12:55 PM
Berlin, MD 2/16/2016 12:14 PM
Milford 2/16/2016 11:22 AM
Milford 2/16/2016 11:17 AM
Milton; any number of small towns in America; are there plans to enlarge the downtown area (you need something to work with); railroad is an eyesore 2/11/2016 5:38 PM
Milford 2/9/2016 12:20 AM
Smyrna possibly. 2/8/2016 8:58 PM
Lewes - although nautical, and we are farming/railroad focused. Not to focus on the beach tourist dollars, but the rehab Lewes made while other coastal towns north of them chose not to and died. 2/8/2016 8:37 PM
No ideas 2/8/2016 10:45 AM

Berlin MD 2/8/2016 8:48 AM
St. Michaels Maryland 2/5/2016 9:03 PM
Milford 2/5/2016 2:12 PM
Milford seems to do more cultural things. Berlin was voted coolest small town so maybe follow their lead. 2/5/2016 11:06 AM
milton and lewes 2/4/2016 10:34 PM
Milton, Milford 2/4/2016 7:56 AM
Milford's Riverwalk and downtown is vibrant 2/2/2016 2:24 PM
St Michaels, MD 2/1/2016 1:51 PM
Milton, Lewes, Milford 1/30/2016 10:23 PM
Milford 1/26/2016 1:53 PM
East Northport, Long Island, New York 1/23/2016 4:16 PM
Loockerman St - Dover 1/21/2016 2:01 PM
i don't know 1/21/2016 1:04 PM
Milton 1/21/2016 12:51 PM
Milford, Rehoboth 1/20/2016 1:55 PM
Milford 1/20/2016 12:18 PM
Dover or Milford 1/20/2016 10:39 AM
Milford 1/14/2016 5:44 PM
Milford DE 1/14/2016 5:43 PM

If there were vacant buildings or lots in downtown Harrington, what do you think they should be used for to create more economic activity for the downtown? Do you have specific locations in mind?

Answered: 41 Skipped: 49

Coffee Shop/bakery (similar to LaDolce in Milford) in one of the two buildings next to OMG Collage. A small, up-scale restaurant/pub at old Stone's Hotel. Mid-price, extended lease apartments above Stone's Hotel. A breakfast-lunch deli/restaurant replacing Hogie Time.

3/1/2016 8:27 PM

No. Maybe a farm market. That is what attracted my family. The farmers where so friendly and accepting of new people and this creates jobs, turn over of money and of course the market - could also have a community communications office. When and moved here 45 years ago and came from new castle

2/19/2016 10:01 AM

Somewhere kid friendly. Arts and crafts, pottery, play time cafe. There's no where to take your kids to have fun!!!

2/16/2016 9:39 PM

No

2/16/2016 4:35 PM

sitting area

2/16/2016 1:35 PM

soup kitchens, Code Purple, indoor flea market

2/16/2016 1:29 PM

food courts, Dollar Tree

2/16/2016 1:23 PM

specialty market, Dollar Tree

2/16/2016 1:06 PM

Building next to WSFS

2/16/2016 1:00 PM

Outdoor seating

2/16/2016 12:55 PM

I would love to see a consignment shop, used bookstore, coffehouse and/or card & gift shop in the place of that nasty Downtown Junction which is a drug haven and smells like curry & incense. Harrington shoulder do a POP-UP program like Milford to attract small, new businesses

2/16/2016 12:14 PM

FREE farmers' market

2/16/2016 12:08 PM

Old Jay's Market-area - gas and convenience store

2/16/2016 11:22 AM

Old Jay's Market-area - gas and convenience store

2/16/2016 11:22 AM

You have quite a few vacant areas or empty buildings in the downtown area. I hear Stones is becoming a Pizza resteraunt which would be awesome. How about the building on the corner across from the post office that has been empty for years, the empty lot that salvation army used to be in? The Hoagie time building is empty again. There is no beautiful flowers or benches.. nothing welcoming in the area

2/16/2016 11:17 AM

Things listed earlier in survey

2/11/2016 5:38 PM

Parking. There is no parking downtown to visit any stores. Building near bank that has been condemned.

2/8/2016 8:58 PM

We definitely need a up-scale eatery/pub. A place you could get a quality sandwich/burger or salad and a beer or wine. Nothing that would become a late night booze hall.

2/8/2016 8:37 PM

Theater.

2/8/2016 10:45 AM

youth center

2/8/2016 8:48 AM

No

2/5/2016 2:12 PM

I know both Milford and Miton have rent breaks for startups. I would love to see a gym or some sort of fitness classes downtown.

2/5/2016 11:06 AM

restaurants pubs antique stores family owned retail stores

2/4/2016 10:34 PM

clothes at reasonable prices, gifts create a downtown that is a draw for all. food,

2/4/2016 8:30 PM

Bakery

2/4/2016 4:44 PM

Arts center.

2/4/2016 8:03 AM

A MOVIE THEATER

2/4/2016 7:56 AM

Let investors fix up these vacant and run down housing. I think make it easier process for investors to build on vacant lots

2/3/2016 9:52 PM

The City seems to be down zoning commercial properties to TND and then claim they want growth Businesses bring people

2/2/2016 2:24 PM

Boutique Coffee Shop/News Stand/Books Dr or Dentist

2/1/2016 1:51 PM

It would be nice to have a theater for creative arts.

1/30/2016 10:23 PM

Old Salvation Army lot and Farrow building could be redeveloped with shops.

1/26/2016 4:27 PM

Empty lots on Clark and Commerce Streets

1/26/2016 1:53 PM

Children related activities, new stores, or restaurants.

1/23/2016 4:16 PM

Kid center (arts, crafts, games, music) coffee shop, book store

1/21/2016 4:43 PM

Fix them up first & put in educational or retail locations

1/21/2016 2:01 PM

Not vacant, but I have always wondered about the RR car and building, by M&T Bank, is that ever [open](#) to tour?

1/20/2016 1:55 PM

Dining, Commercial Retail

1/20/2016 1:19 PM

A library within walking distance of downtown would be great

1/20/2016 12:18 PM

Yes, maybe pop up shops (such as for vintage or thrift stores) or creative window displays for holidays or appropriate seasons.

1/20/2016 10:39 AM

Nice restaurant. Grocery store. Clothing store. Dry cleaners. There are so many options because right now we have nothing but 3 businesses to choose but they do not provide the necessities of life such as groceries, clothes, etc.

1/19/2016 7:16 AM

Offices

1/14/2016 5:43 PM

If there was one thing that you could keep the same and one thing you could change about downtown Harrington, what would those be?

Answered: 41 Skipped: 49

Keep the eye-pleasing store fronts such as The Harrington Florist & the Clutter Box. Fix-up, or remove & replace the unsafe eye-sore buildings like the one just past the WSFS bank.

3/1/2016 8:27 PM

where I worked at Dupont Co. in the communications dep. Taking visitors around and explaining some of the history. We had family who lived in Sussex all of their lives and had large farms.

2/19/2016 10:01 AM

Encourage renovating the buildings. Less apartments in the downtown area make a business.

2/16/2016 4:35 PM

storefronts displayed; new growth same character design

2/16/2016 1:35 PM

Sub Shop

2/16/2016 1:23 PM

Senior Center

2/16/2016 1:12 PM

feel of original buildings

2/16/2016 1:06 PM

Like the new street lights

2/16/2016 1:00 PM

historic look; vacant buildings filled

2/16/2016 12:55 PM

No need to change

2/16/2016 12:49 PM

Keep the local merchants that bring flavor to Harrington such as the Bakery, Florist, Clutter Box, Happy Tails, Antique shop, etc. Get rid of the businesses that discredit the town as mentioned above. And close down the new drug rehab place!

2/16/2016 12:14 PM

more variety/convenient parking

2/16/2016 12:08 PM

Keep the lights - new fixtures look nice. Add hours to present downtown businesses.

2/16/2016 11:22 AM

Lets fill these buildings we have empty and PRETTY up our neighborhood. Lets offer some amazing things through the holidays like Berlin does in there downtown area. Our downtown is SMALL we have to make people want to stop in.

2/16/2016 11:17 AM

Keep small atmosphere; more businesses.

2/16/2016 11:12 AM

I would keep as much of the historic feel to the downtown, to include Clark Street and Commerce Street - this includes housing

2/11/2016 5:38 PM

I loved when Taylor's Hardware was downtown. The place was hopping with customers and you were just a hop skip and a jump away if you needed something quick.

2/8/2016 8:58 PM

Keep the same - the small town feeling, historical and the post office. Change - upkeep on the buildings must improve. Need eateries, bakeries, tea/coffee shops.

2/8/2016 8:37 PM

Not sure.

2/8/2016 10:45 AM

Keep friendly local business owners get rid of stores

2/8/2016 8:48 AM

Keep small town atmosphere and lose vacant buildings

2/5/2016 2:12 PM

Nothing is more beautiful than Commerce street at Christmas. Add a gym. Encourage professional services to have offices downtown. That would attract a base of people who have jobs, and then when stores open they would have a customer base.

2/5/2016 11:06 AM

Better Christmas decorations, more police patrols for tractor trailers driving illegally on road.

2/5/2016 5:44 AM

charm of downtown-keep more retail to create a walking day of events for many.

2/4/2016 8:30 PM

DO NOT change the historical features but build around them appearance of empty buildings

2/4/2016 7:56 AM

Keep the charm of downtown Get rid of vacant building downtown Have a Boutique downtown

2/1/2016 1:51 PM

I like the look of the shops along Commerce Street. The unattractive area and homes along the railroad tracks.

1/30/2016 10:23 PM

Keep: small shops Change: road width

1/26/2016 4:27 PM

I like the attractive window displays from businesses that are DT and I think we need more variety of businesses DT. I think we need a business association that is active and focused on business not politics.

1/26/2016 1:53 PM

Keep the hometown feel, but improve the overall appearance.

1/23/2016 4:16 PM

Keep the same: local businesses Change: parking

1/22/2016 8:05 AM

Def keep the small town feel but would make sure to fix up the old buildings. Condemned buildings look bad and make Harrington look poor.

1/21/2016 4:43 PM

The traffic's not bad, but it isn't a good place to be at night

1/21/2016 2:01 PM

I love the small town feel, locally owned business, municipal interaction with residents (police night out, etc). The only thing I would change is the lack of activities for teens. My son used to love going to united at the church, he wanted something along those lines. The issues that continually happened there would be the one thing I would like changed

1/21/2016 1:04 PM

Definitely keep the "small town vibe" That's always so impressive, esp as a town develops. Change building appearances, perhaps a local artist could help with that area. Signage, building front ideas etc.

1/20/2016 1:55 PM

Keep the improved street lights. Expand the street to complete Commerce Street and incorporate Clark Street

1/20/2016 1:19 PM

Same-The great Antique and Floral Shop, and the banks Different-Everything else

1/20/2016 12:18 PM

I would like to see more attractive landscapes and a variety or interesting and unique businesses as well as a .

1/20/2016 10:39 AM

The 2 antique shows are great and so is the flower/bake shop. Naturally the banks and post office are great but that is all there is.

1/19/2016 7:16 AM

Friendly people

1/14/2016 5:43 PM

Freedom Park & the Museum are both very nice. I would change the look and atmosphere of Stone's - eliminate the liquor store. People actually ride their lawnmowers to the liquor store! I wonder what visitors think of that!

1/13/2016 2:18 PM

Do you have any other ideas that you feel would help attract residents, businesses, and visitors to downtown Harrington?

Answered: 31 Skipped: 59

Use the grassy lot at the corner of Clark & Commerce as a small park with benches, flowers, flags, an elevated platform, etc, as a meeting place, drink coffee, eat lunch, read a book, and more.

3/1/2016 8:27 PM

I don't know what the financial situation is in Harrington but I do know from many senior residents that they feel that the taxes are too high, and the sewer and water is not fair. I agree if what I was told by city hall that the sewer was calculated on the amount of water used, which they took 2x the water bill and made that the amount. For the sewer because there are no meters for the sewer. Seniors have a hard time because of the high tax and the unfair water bills.

2/19/2016 10:01 AM

Longer business hours, maybe some Sunday hours and another good business besides what is already there

2/16/2016 4:35 PM

events and things to draw them

2/16/2016 1:35 PM

more shops

2/16/2016 1:23 PM

Allow zoning of some of the vacant houses on Clark Street and Commerce Street to be businesses. So many small businesses would thrive if given the opportunity to be embraced by a small town.

2/16/2016 12:14 PM

Family oriented - parks and picnic area.

2/16/2016 11:22 AM

Lets get a committee together of an array of age groups: people with kids and without.

2/16/2016 11:17 AM

More word of mouth advertising.

2/16/2016 10:51 AM

We need to get rid of the convenience store across from the post office. It can build where Jays Market was, near WT Chipman to serve that part of the community. It can be far for those people to walk to the shopping centers on the highway. This store would supply a deli and a convenient shopping choice. Stones needs to go! It has always been an eyesore and an embarrassment to Harrington. Once that building is torn down a nicer facility can be constructed to house a nice/upscale eatery/pub with parking. The closed sub shop near Nationwide could become a specialty coffee/tea/bakery, but would need to use the parking lot across the street. The antique stores are nice and draw people who would hopefully eat at some of my previously listed eateries. Some of the remaining buildings may need to have some work done on them in order to draw businesses on the street level for shoppers and professional businesses on the upper floors. This small, intense shopping area can become a highly positive influence on Harrington.

2/8/2016 8:37 PM

Not sure.

2/8/2016 10:45 AM

Create a rail with trail for bikes and pedestrians that connects to other towns along the rail road.

2/8/2016 8:48 AM

Local family owned business..

2/5/2016 9:03 PM

A unique venue

2/5/2016 2:12 PM

On the right track with movies and events downtown.

2/5/2016 11:06 AM

fix up the existing buildings and encourage new businesses

2/4/2016 10:34 PM

More stores. Increased variety of merchandise.

2/4/2016 8:03 AM

more enforcement with EMPTY BUILDING THAT ARE GOING TO RUIN ALL OVER TOWN! You may start to get the downtown looking ok but once they leave that area..... the rest of the city is NOT attractive with empty housing.

2/4/2016 7:56 AM

I feel having a historic district that extends one block past the Methodist church on commerce street would help make the area more attractive and bring the history of Harrington to life.

1/30/2016 10:23 PM

I wish businesses would ban together to promote doing business in Harrington.

1/26/2016 1:53 PM

Offer more modern ideas without losing the small town feel, keep the community involved.

1/23/2016 4:16 PM

Variety in stores, lots of knick knack stores and they're not that widely appealing

1/22/2016 8:05 AM

We absolutely need a park with a playground for the kids. Even if its small, it would be great.

1/21/2016 4:43 PM

Keep the small town feel, but make it aesthetically pleasing & easy to get to.

1/21/2016 2:01 PM

I don't know

1/21/2016 1:04 PM

.....

I'd like to know how many towns have done this and are successful 3, 5 yrs down the road. What did they do? How have they maintained it?

1/20/2016 1:55 PM

Less city government restrictions to make it more desirable to move, work and build a business in town.

1/20/2016 1:19 PM

Having some type of gimmick, ie. Milford has the river walk, and Georgetown has the circle. Harrington needs something to set it apart and make it special.

1/20/2016 12:18 PM

I think one of the main thing that needs to be done is to clean up the entire town. I think there are codes on the books for type of furniture on porches, junk piled in yards, cars sitting in yards that don't run. I also think landlords need to improve rentals. Many are in need of repairs and I have a feeling many are not up to codes.

1/19/2016 7:16 AM

I wish I did.

1/14/2016 5:43 PM

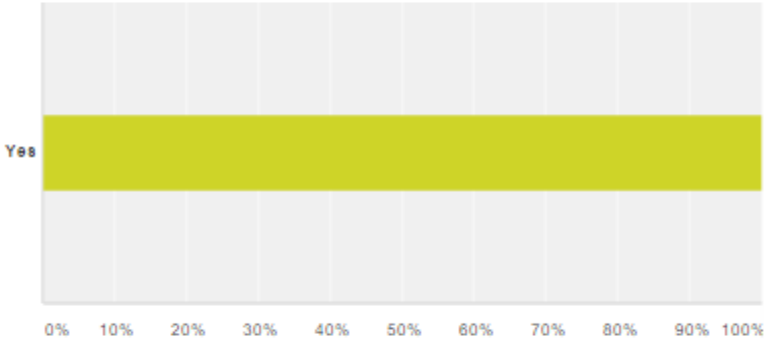
The train station is a terrible eyesore - fix it and paint it! Fix Railroad avenue along the fence - parking is a mess! No loitering on street corners and in front of businesses.

1/13/2016 2:18 PM

Q20

I have completed the Resident / Visitor section of the survey.

Answered: 74 Skipped: 16

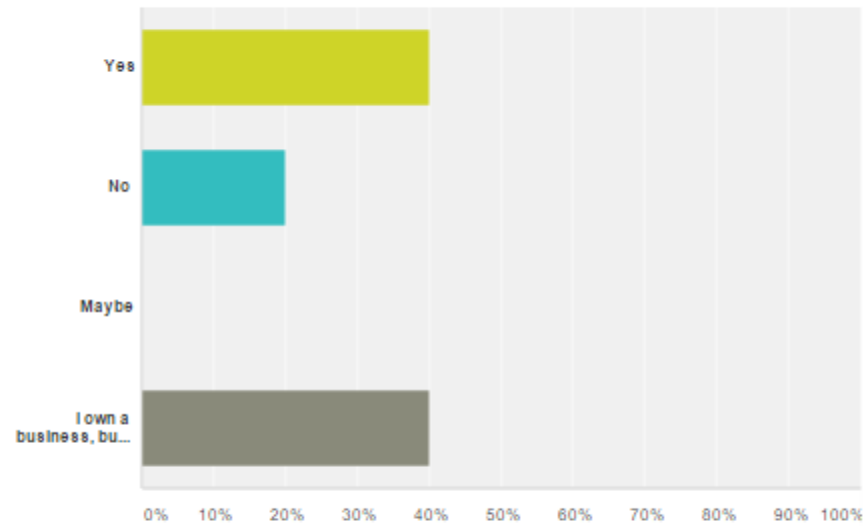


Answer Choices	Responses	
Yes	100.00%	74
Total		74

Q21

**If you own a business downtown, do you
have a need to expand?**

Answered: 5 Skipped: 85

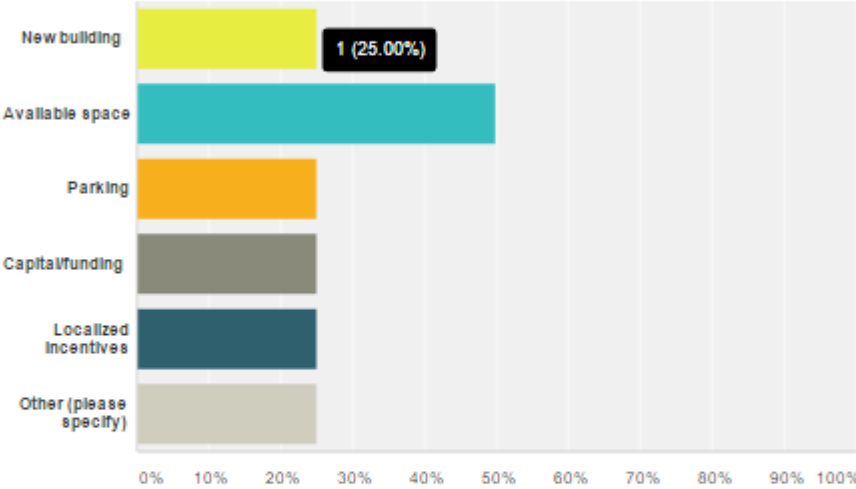


Answer Choices	Responses	
Yes	40.00%	2
No	20.00%	1
Maybe	0.00%	0
I own a business, but it is not located downtown	40.00%	2
Total	5	

Q22

What would you need to expand your business downtown?

Answered: 4 Skipped: 86



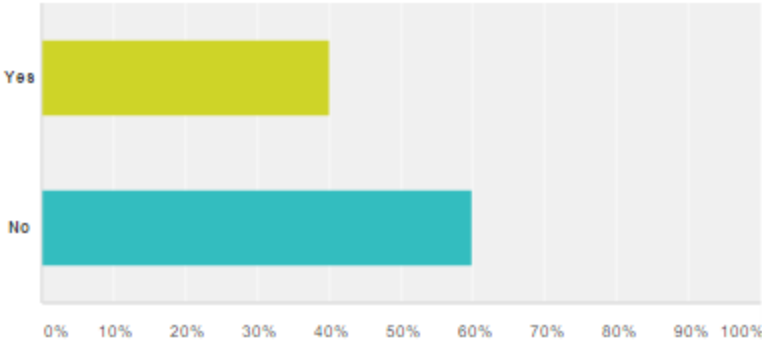
Answer Choices	Responses	
New building	25.00%	1
Available space	50.00%	2
Parking	25.00%	1
Capital/funding	25.00%	1
Localized incentives	25.00%	1
Other (please specify)	25.00%	1
Total Respondents: 4		

none
1/22/2016 2:55 PM

Q23

Are you committed to keeping your business downtown?

Answered: 5 Skipped: 85



Answer Choices	Responses	
Yes	40.00%	2
No	60.00%	3
Total		5

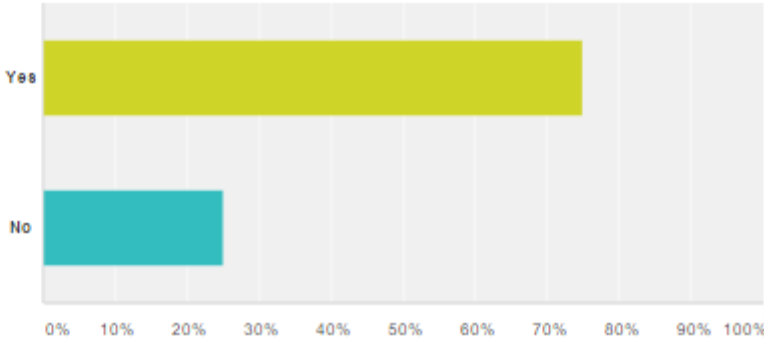
Comments (1)

taxes taxes taxes
1/22/2016 2:55 PM

Q24

Would you be interested in a downtown
incentive/discount program?

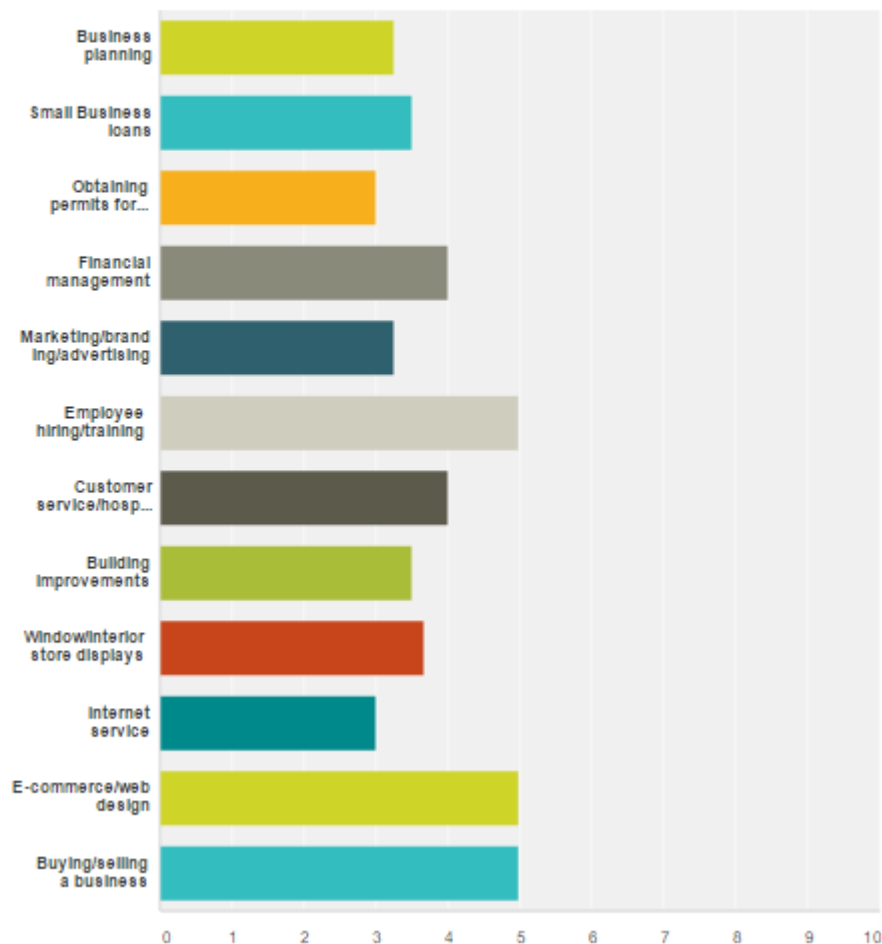
Answered: 4 Skipped: 86



Answer Choices	Responses	
Yes	75.00%	3
No	25.00%	1
Total		4

If programs were available, could your business use information on or assistance with the following topics?

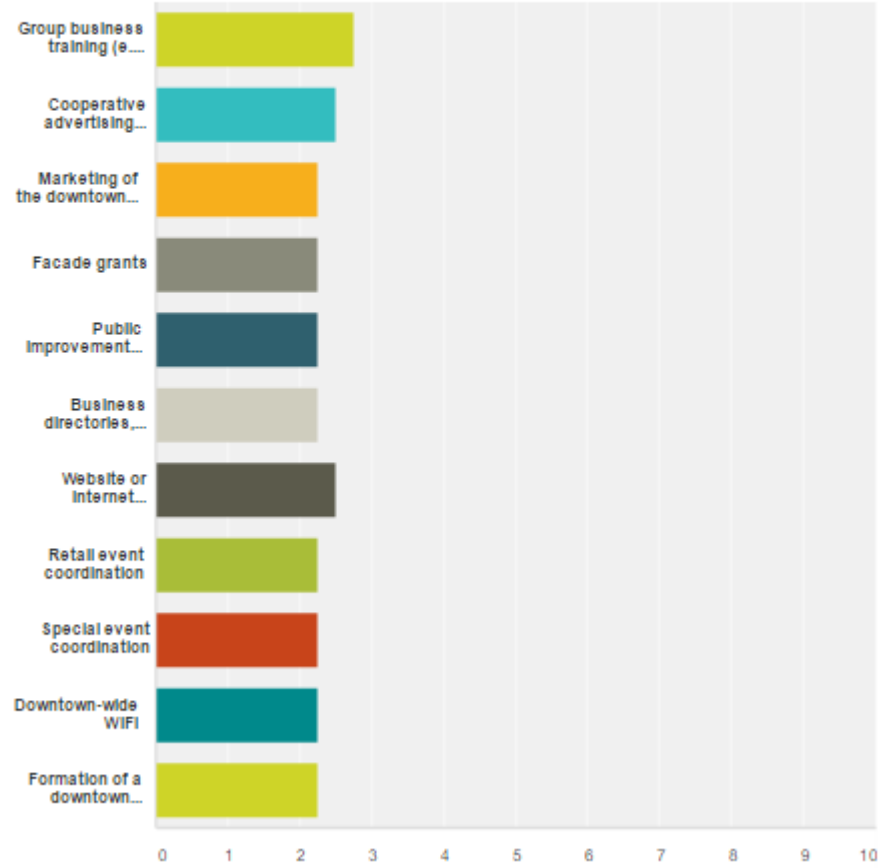
Answered: 4 Skipped: 86



	Definitely	Probably	Unsure	Probably Not	Definitely Not	Total	Weighted Average
Business planning	25.00% 1	25.00% 1	0.00% 0	0.00% 0	50.00% 2	4	3.25
Small Business loans	25.00% 1	0.00% 0	25.00% 1	0.00% 0	50.00% 2	4	3.50
Obtaining permits for expansion	33.33% 1	0.00% 0	33.33% 1	0.00% 0	33.33% 1	3	3.00
Financial management	0.00% 0	33.33% 1	0.00% 0	0.00% 0	66.67% 2	3	4.00
Marketing/branding/advertising	25.00% 1	25.00% 1	0.00% 0	0.00% 0	50.00% 2	4	3.25
Employee hiring/training	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 4	4	5.00
Customer service/hospitality	0.00% 0	33.33% 1	0.00% 0	0.00% 0	66.67% 2	3	4.00
Building Improvements	25.00% 1	0.00% 0	25.00% 1	0.00% 0	50.00% 2	4	3.50
Window/interior store displays	33.33% 1	0.00% 0	0.00% 0	0.00% 0	66.67% 2	3	3.67
Internet service	50.00% 2	0.00% 0	0.00% 0	0.00% 0	50.00% 2	4	3.00
E-commerce/web design	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 3	3	5.00
Buying/selling a business	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 3	3	5.00

How useful to your business are/could be the following services?

Answered: 4 Skipped: 86

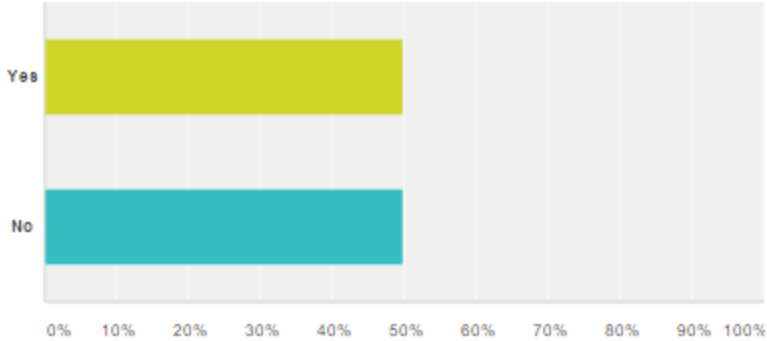


	Very Useful	Useful	Useless	Don't Know	Total	Weighted Average
Group business training (e.g., workshops, speakers)	0.00% 0	25.00% 1	75.00% 3	0.00% 0	4	2.75
Cooperative advertising coordination	0.00% 0	50.00% 2	50.00% 2	0.00% 0	4	2.50
Marketing of the downtown as a shopping destination	25.00% 1	25.00% 1	50.00% 2	0.00% 0	4	2.25
Facade grants	25.00% 1	25.00% 1	50.00% 2	0.00% 0	4	2.25
Public improvement projects	25.00% 1	25.00% 1	50.00% 2	0.00% 0	4	2.25
Business directories, brochures, maps	25.00% 1	25.00% 1	50.00% 2	0.00% 0	4	2.25
Website or internet resources	0.00% 0	50.00% 2	50.00% 2	0.00% 0	4	2.50
Retail event coordination	25.00% 1	25.00% 1	50.00% 2	0.00% 0	4	2.25
Special event coordination	25.00% 1	25.00% 1	50.00% 2	0.00% 0	4	2.25
Downtown-wide WiFi	25.00% 1	25.00% 1	50.00% 2	0.00% 0	4	2.25
Formation of a downtown merchant's association	25.00% 1	25.00% 1	50.00% 2	0.00% 0	4	2.25

Q27

If financial assistance were available, would you consider building improvements such as facade work or new signage?

Answered: 4 Skipped: 86



Answer Choices	Responses	
Yes	50.00%	2
No	50.00%	2
Total		4

What are your business' busiest and slowest months?

Answered: 3 Skipped: 87

Answer Choices		Responses	
Busiest Month(s)	Responses	100.00%	3
April thru December 2/5/2016 4:16 PM			
march - october 1/22/2016 2:58 PM			
June, July, August 1/21/2016 12:46 PM			
Slowest Month(s)	Responses	100.00%	3
January thru March 2/5/2016 4:16 PM			
november-febuary 1/22/2016 2:58 PM			
December 1/21/2016 12:46 PM			

Q29

What are your business' hours of operation for both your busiest and slowest months?

Answered: 2 Skipped: 88

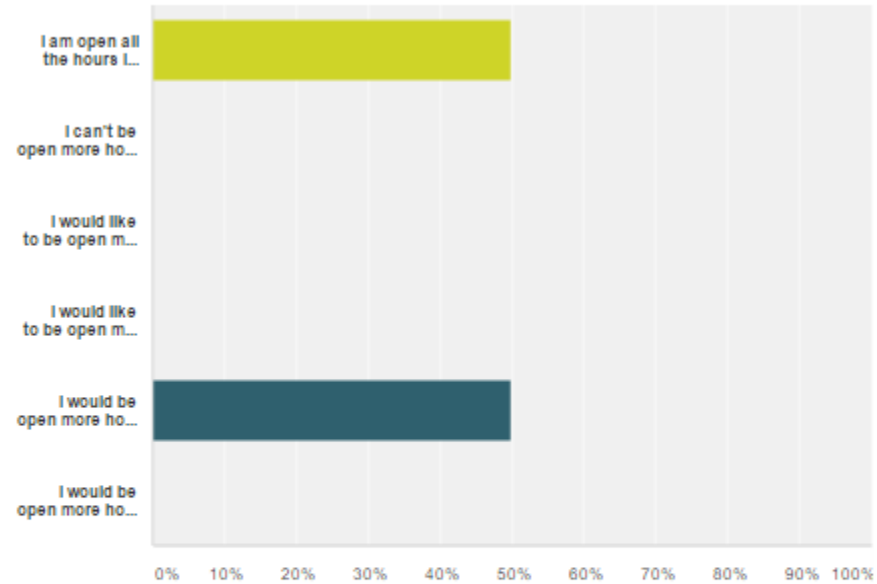
Answer Choices	Responses
Busiest Month(s) Responses	100.00% 2
10:30 / 5 2/5/2016 4:16 PM	
9:00am to 6:00pm 1/21/2016 12:46 PM	

Slowest Month(s)	Responses	100.00%	2
10:30 / 5			
2/5/2016 4:16 PM			
9:00am to 6:00pm			
1/21/2016 12:46 PM			

Q30

What are your thoughts on store hours?

Answered: 4 Skipped: 86

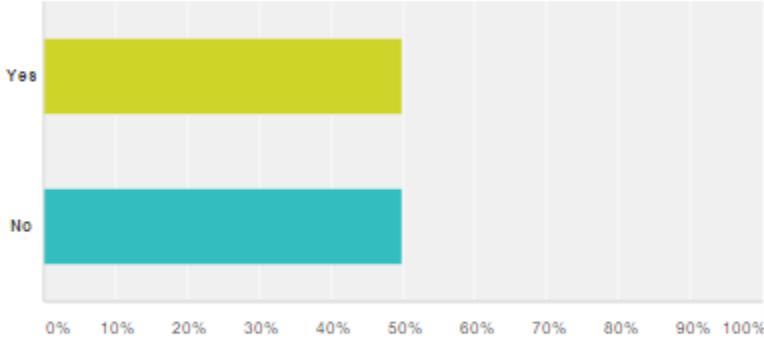


Answer Choices	Responses	
I am open all the hours I need to be	50.00%	2
I can't be open more hours for personal reasons	0.00%	0
I would like to be open more hours but can't afford the staff	0.00%	0
I would like to be open more hours but can't find good staff	0.00%	0
I would be open more hours if I were sure of sales	50.00%	2
I would be open more hours if everyone else were	0.00%	0
Total		4

Q31

Would you be interested in expanding your hours for special events?

Answered: 4 Skipped: 86



Answer Choices	Responses	
Yes	50.00%	2
No	50.00%	2
Total		4

Q32

How many people, including owners, does
your business employ in each of the
following categories?

Answered: 2 Skipped: 88

Answer Choices		Responses	
Full time (32 or more hours per week) year-round	Responses	100.00%	2
2 2/5/2016 4:16 PM			
4 1/21/2016 12:46 PM			

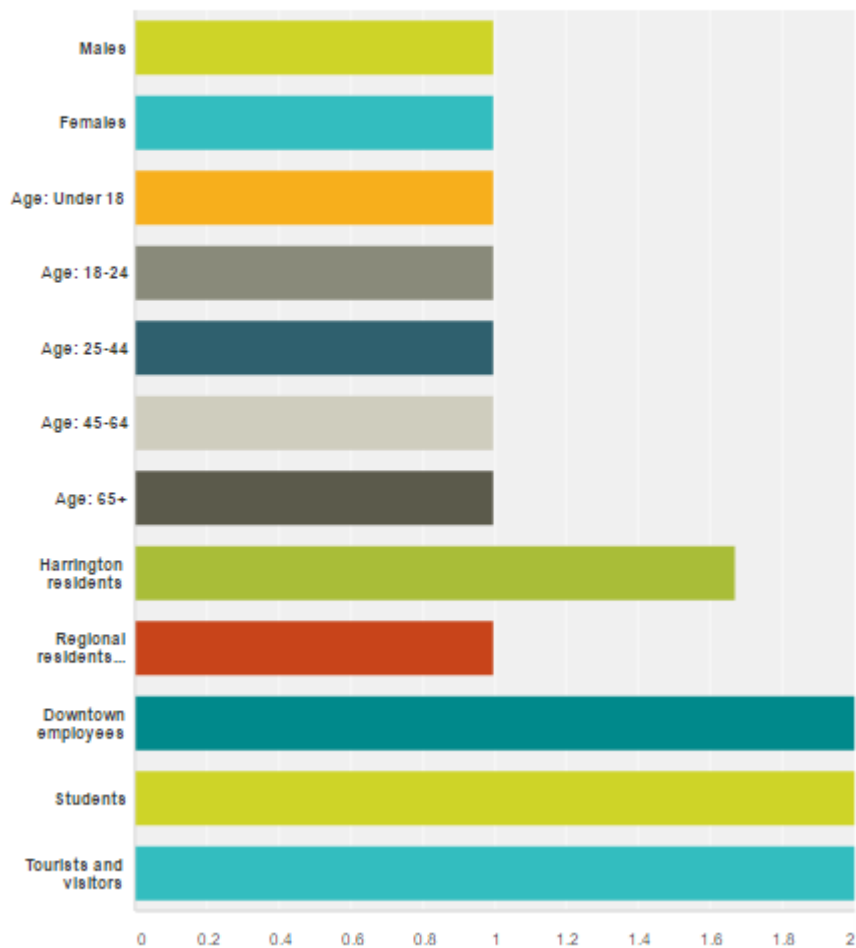
Part time, year-round	Responses	50.00%	1
2 2/5/2016 4:16 PM			

Seasonal	Responses	50.00%	1
2 2/5/2016 4:16 PM			

Q33

How important are the following consumer segments to your business?

Answered: 3 Skipped: 87

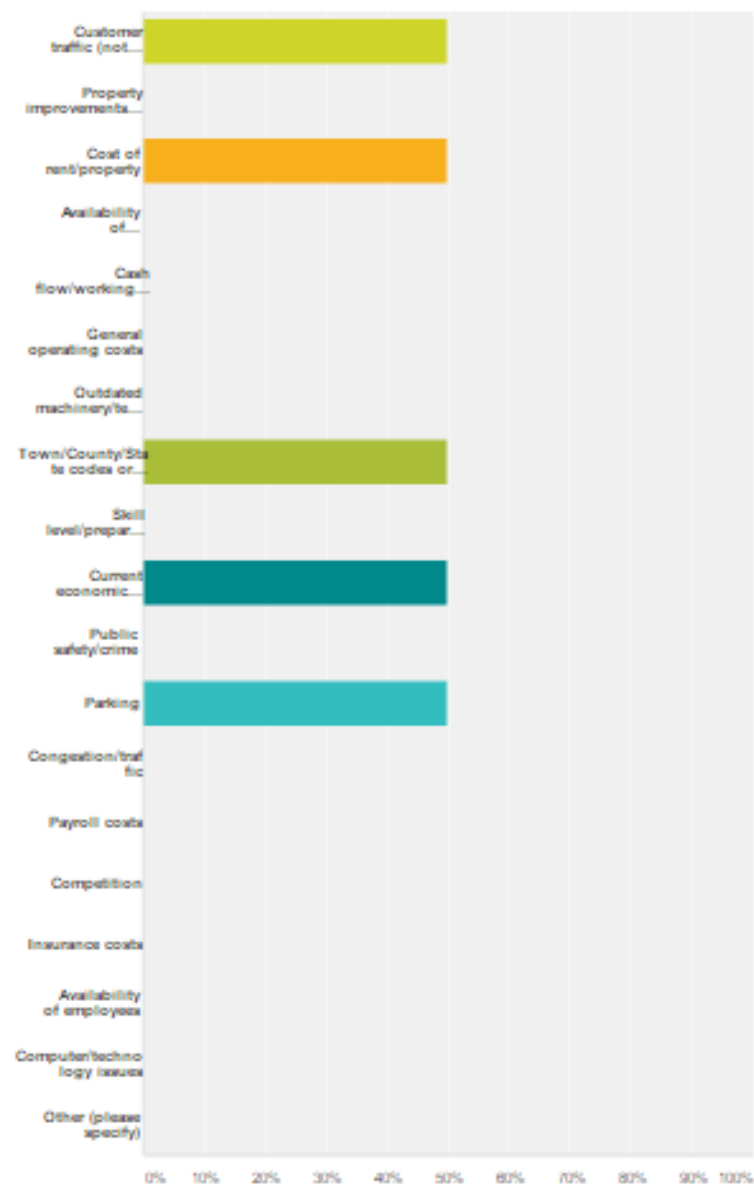


	Very Important	Important	Not Important	Not sure	Total	Weighted Average
Males	100.00% 2	0.00% 0	0.00% 0	0.00% 0	2	1.00
Females	100.00% 2	0.00% 0	0.00% 0	0.00% 0	2	1.00
Age: Under 18	100.00% 2	0.00% 0	0.00% 0	0.00% 0	2	1.00
Age: 18-24	100.00% 2	0.00% 0	0.00% 0	0.00% 0	2	1.00
Age: 25-44	100.00% 2	0.00% 0	0.00% 0	0.00% 0	2	1.00
Age: 45-64	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	1.00
Age: 65+	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	1.00
Harrington residents	66.67% 2	0.00% 0	33.33% 1	0.00% 0	3	1.67
Regional residents (outside Harrington)	100.00% 2	0.00% 0	0.00% 0	0.00% 0	2	1.00
Downtown employees	50.00% 1	0.00% 0	50.00% 1	0.00% 0	2	2.00
Students	33.33% 1	33.33% 1	33.33% 1	0.00% 0	3	2.00
Tourists and visitors	50.00% 1	0.00% 0	50.00% 1	0.00% 0	2	2.00

Comments (0)

What are some of the major barriers or obstacles facing your business today?

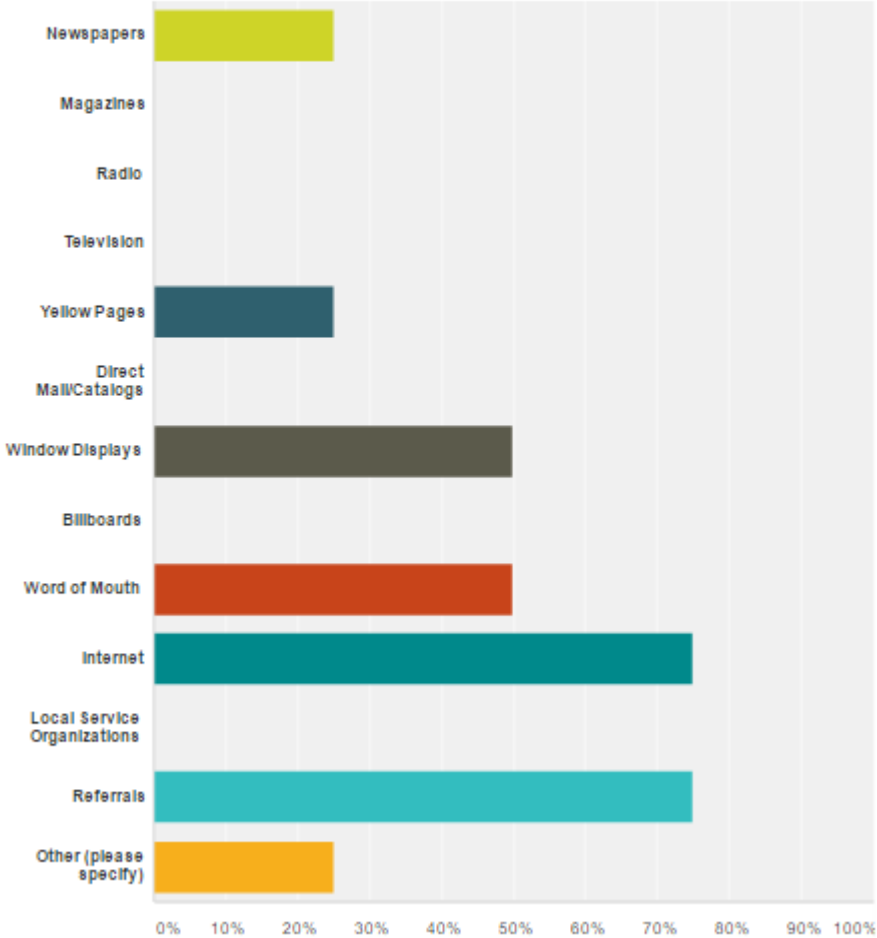
Answered: 2 Skipped: 88



Answer Choices	Responses	
Customer traffic (not enough/shrinking)	50.00%	1
Property improvements (e.g., facade)	0.00%	0
Cost of rent/property	50.00%	1
Availability of telecommunications services	0.00%	0
Cash flow/working capital	0.00%	0
General operating costs	0.00%	0
Outdated machinery/technology	0.00%	0
Town/County/State codes or regulations	50.00%	1
Skill level/preparation of employees	0.00%	0
Current economic conditions	50.00%	1
Public safety/crime	0.00%	0
Parking	50.00%	1
Congestion/traffic	0.00%	0
Payroll costs	0.00%	0
Competition	0.00%	0
Insurance costs	0.00%	0
Availability of employees	0.00%	0
Computer/technology issues	0.00%	0
Other (please specify)	0.00%	0
Total Respondents: 2		

How do you reach potential customers?

Answered: 4 Skipped: 86



Answer Choices	Responses	
Newspapers	25.00%	1
Magazines	0.00%	0
Radio	0.00%	0
Television	0.00%	0
Yellow Pages	25.00%	1
Direct Mail/Catalogs	0.00%	0
Window Displays	50.00%	2
Billboards	0.00%	0
Word of Mouth	50.00%	2
Internet	75.00%	3
Local Service Organizations	0.00%	0
Referrals	75.00%	3
Other (please specify)	25.00%	1
Total Respondents: 4		

signs
1/22/2016 2:59 PM

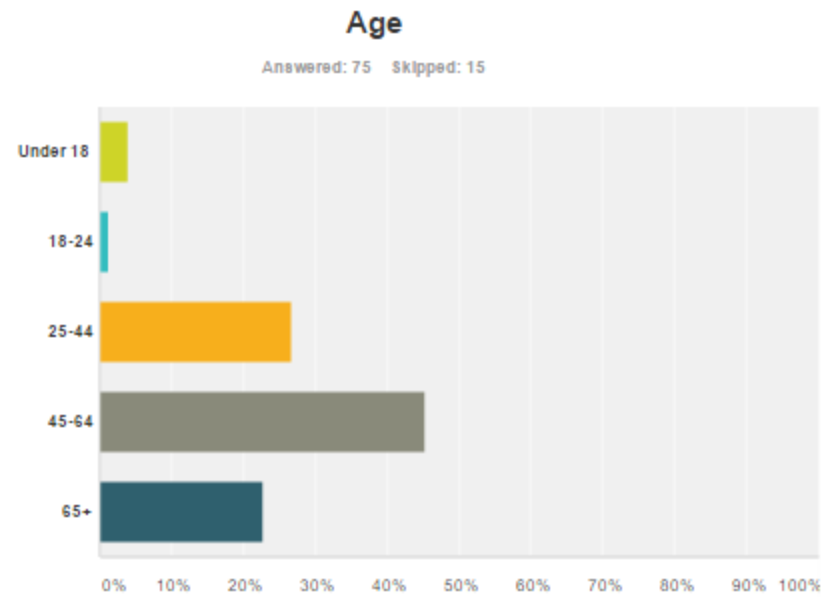
Home Zip Code

- 19952 (Harrington) – 50
- 19943 (Felton) – 7
- 19904 (Dover) – 3
- 19963 (Milford) – 3
- 19901 (Dover) – 2
- 19947 (Georgetown) - 1
- 19950 (Greenwood) - 1
- 19954 (Houston) – 1
- 19960 (Lincoln) – 1
- 19709 (Middletown) – 1
- 19801 (Wilmington) – 1
- 19806 (Wilmington) – 1
- 21875 (Delmar, MD) - 1

Work Zip Code

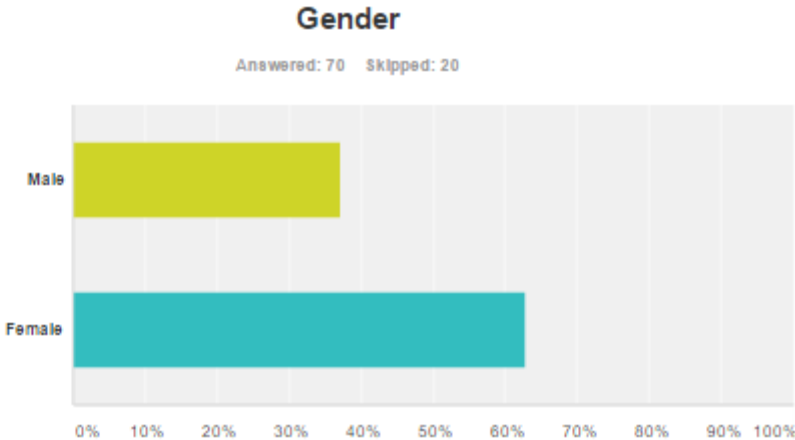
- 19952 (Harrington) – 19
- 19901 (Dover) – 6
- 19963 (Milford) - 4
- 19933 (Bridgeville) - 1
- 19934 (Camden Wyoming) - 1
- 19904 (Dover) - 3
- 19943 (Felton) – 3
- 19903 (Dover) – 1
- 19702 (Newark) - 1
- 19971 (Rehoboth Beach) – 1
- 21801 (Salisbury) - 1
- 19801 (Wilmington) – 1
- 20658 (Marburg, MD) - 1

Q38



Answer Choices	Responses	
Under 18	4.00%	3
18-24	1.33%	1
25-44	26.67%	20
45-64	45.33%	34
65+	22.67%	17
Total		75

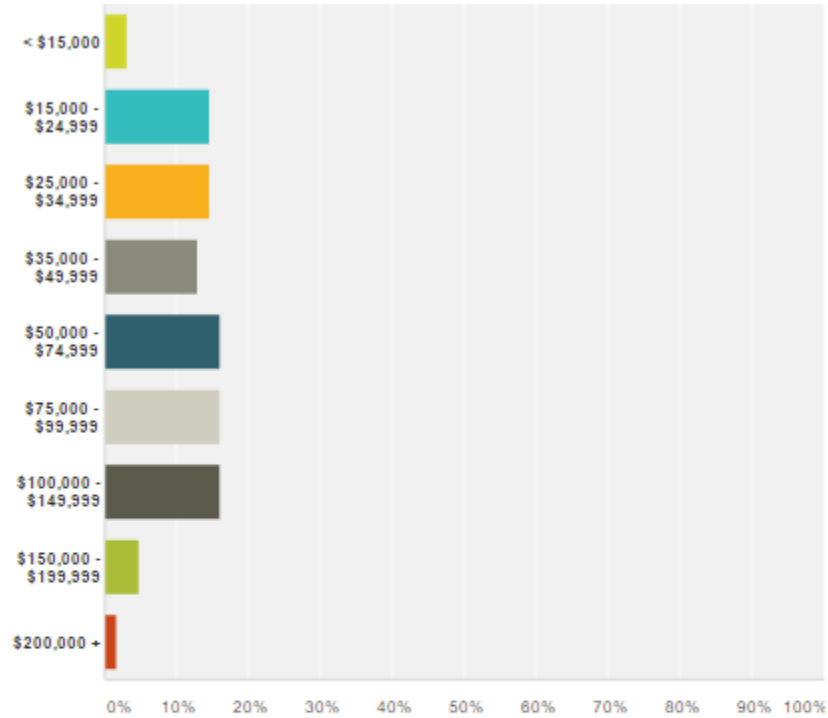
Q39



Answer Choices	Responses	
Male	37.14%	26
Female	62.86%	44
Total		70

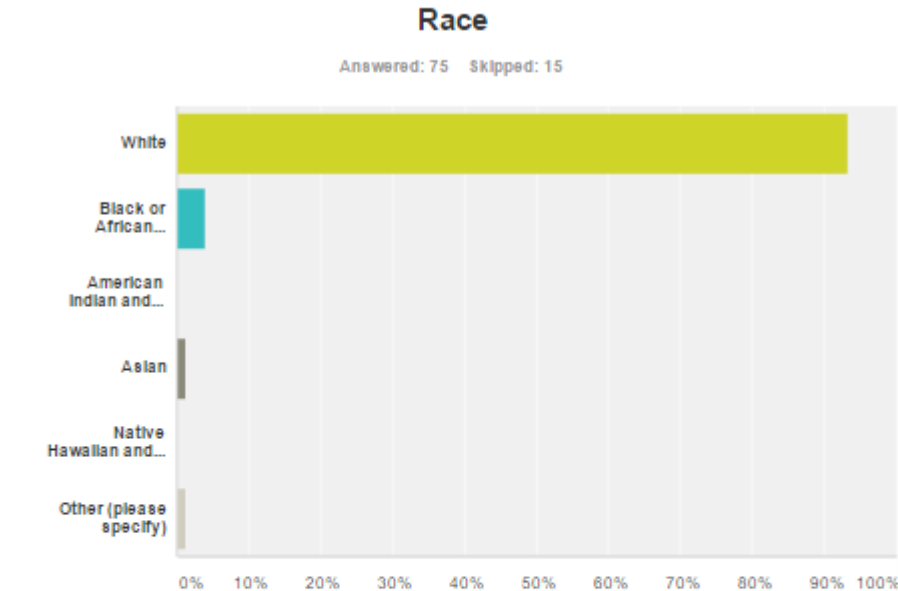
Household's Annual Income

Answered: 62 Skipped: 28



Answer Choices	Responses	
< \$15,000	3.23%	2
\$15,000 - \$24,999	14.52%	9
\$25,000 - \$34,999	14.52%	9
\$35,000 - \$49,999	12.90%	8
\$50,000 - \$74,999	16.13%	10
\$75,000 - \$99,999	16.13%	10
\$100,000 - \$149,999	16.13%	10
\$150,000 - \$199,999	4.84%	3
\$200,000 +	1.61%	1
Total		62

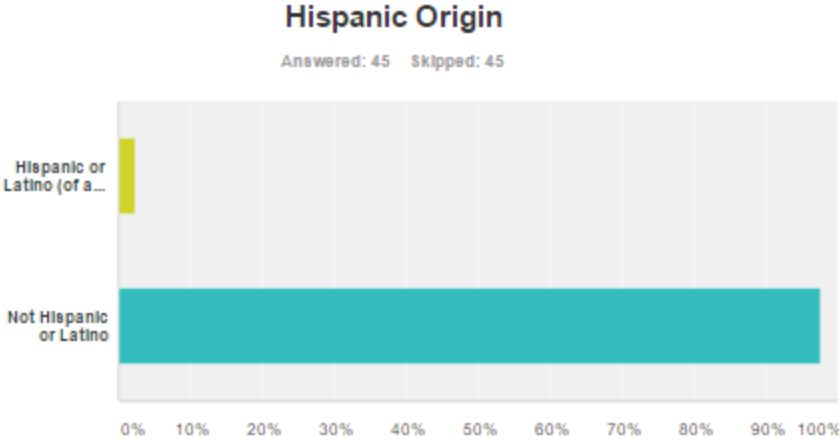
Q41



White and African American,
1/20/2016 12:19 PM

Answer Choices	Responses	
White	93.33%	70
Black or African American	4.00%	3
American Indian and Alaskan Native	0.00%	0
Asian	1.33%	1
Native Hawaiian and Other Pacific Islander	0.00%	0
Other (please specify)	1.33%	1
Total		75

Q42



Answer Choices	Responses	
Hispanic or Latino (of any race)	2.22%	1
Not Hispanic or Latino	97.78%	44
Total	45	